

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ----- 11394693-----
Date: Monday, February 22, 2021 9:43:50 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Sunday, February 21, 2021 9:28 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fw: Follow up to ODI Complaint ----- 11394693-----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Per email below I am sending you an updated copy of my complaint (see attached). I sent an email to Rick Breighner, Service Manager at Koons on 2/4/2021 requesting status on the fix. I also sent an email to Brooks Hoffman, New Car Sales Team Leader who was involved with my purchase, with questions about the recall. As of 2/21/2021 I have not heard from either one of them. The fact that a problem was detected in the Highlander in October of 2020 and as of 2/21/21 no solution has been found is unacceptable. The fact that I have not heard from either Koons management members to my emails is also unacceptable.

[REDACTED]

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: Thursday, February 18, 2021 3:37 PM
To: [REDACTED] >
Subject: FW: Follow up to ODI Complaint ----- 11394693-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

04-FEB-2021

Repository

Reference No.
11394693

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City HANOVER State PA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
5TDJZRHF9K5 [REDACTED]

Make TOYOTA Model HIGHLANDER Model Year 2019

Date Purchased 05/13/2020 Dealer's Name and Telephone Number KOONS TOYOTA (410) 876-6400 Engine: No: Cylinders V6 24V ENGINE Fuel Type: GAS

Original Owner Dealer's City WESTMINSTER State MD Zip Code 21157 WIDUAL VVT-1W

Transmission Type DIRECT SHIFT 8 AT Antilock Brakes Powertrain 5,000-LB TOW CAPACITY 295 HORSEPOWER Multiple Failure: Incident Date(s) 01-OCT-2020

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 070000 FUEL SYSTEM, GASOLINE, 074000 FUEL/PROPULSION SYSTEM (PWS) Failure Mileage Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location:

Tire Component Code Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:

Seat Type: Installation System:

Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured Number of Deaths Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2019 TOYOTA HIGHLANDER. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 20V682000 (FUEL SYSTEM, GASOLINE) HOWEVER, THE PART TO DO THE RECALL REPAIR WAS UNAVAILABLE. KOONS WESTMINSTER TOYOTA (375 BALTIMORE BLVD, WESTMINSTER, MD 21157, (410) 876-6400) WAS CONTACTED BY PHONE AND IT WAS CONFIRMED THAT PARTS WERE NOT YET AVAILABLE. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.